

Scope of Work for the SouthSide Regional 9-1-1 Workgroup

The Southside Virginia Regional 9-1-1 workgroup requests the project management vendor conduct the following tasks:

Phase I

1. Assess the ability of the PSAP's customer premise equipment (CPE) to support both the CAS and NCAS solution for wireless E-911 Phase I. Make recommendations for upgrade, if necessary.
2. Make initial contact with the 9-1-1 service provider (typically the LEC) and determine the readiness of the 9-1-1 selective router and ALI database.
3. Draft the Phase I request letters for each wireless service provider (WSP) doing business in the PSAP service area. Send copies of the requests to the 9-1-1 service provider and Wireless E-911 Services Board.
4. Draft a cost recovery funding request to the Wireless E-911 Services Board.
5. Coordinate review of service agreements or NDAs, if necessary.
6. Recommend appropriate number of wireless 9-1-1 trunks between the selective router and PSAP. Once the PSAP manager approves the quantity, coordinate ordering of the PSAP trunks.
7. Organize and facilitate (if necessary) an initial planning meeting between all stakeholders (PSAPs, 9-1-1 service providers, WSPs, CPE provider, etc.). The meeting should address service delivery method (CAS/NCAS), default and alternate routing, redundancy/reliability, ALI formats, cell sector naming conventions, identification of key contacts for each stakeholder, testing and cutover procedures, trouble reporting procedures, emergency notification procedures, and a schedule. A face-to-face meeting may not be necessary if the above information can be coordinated in other ways.
8. Coordinate the receipt and approval of cell sector address and routing information using maps and cell site listing provided by the WSP. This task will involve working with all PSAPs in the region and any PSAP that borders one of the regional PSAP to establish the proper routing for each cell site serving the region.
9. Manage the installation of the wireless 9-1-1 trunks and CPE upgrades needed in each PSAP to ensure that all work is completed within the six-month implementation window. Identify any delays and coordinate schedule changes with all stakeholders.
10. Manage the implementation of the Phase I service coordinating with all of the stakeholders.
11. Report the project status to the PSAP managers through weekly email messages clearly identifying any problems that could delay implementation.
12. Report project status to the Wireless E-911 Services Board on a monthly basis in an approved format.
13. Coordinate/provide training on Phase I call processing for the PSAPs.
14. Coordinate Phase I testing and cutover.
15. Assist PSAP in the preparation of true-up documentation.

Not all PSAPs in the region require all of the above tasks. The following matrix defines the tasks required for each PSAP:

Phase I

[illegible]